

VA Voluntary Service

N E W S L E T T E R

for the volunteers of the VA Healthcare Network Upstate New York

October/November/December 2003 • Volume 3, Issue 3

Leading Health Care In the 21st Century

From World War 1 to the War in Iraq, the VA Continues to Care for America's Veterans

Our vision is to provide veterans access to primary and specialty care within their own communities.

We continue to make tremendous strides in moving our health care delivery in this direction.

Six years ago, Network 2 restructured the way it provided health care to veterans living in upstate New York. We changed our health care delivery system by transitioning from inpatient care to outpatient care, eliminating duplicate programs, becoming more cost efficient in treating patients, and streamlining processes. This enabled our organization to increase the number of veterans we were serving (1997 - 85,000 veterans served, 2003 - over 132,000 veterans served), expand access (28 new community based outpatient clinics were opened), improve overall customer service scores (Network 2 ranks #1 in the nation for customer service and access) and most significantly, our clinicians continue to provide high quality care based on clinical performance guidelines (we received exceptional scores in care for cancer,

infectious diseases, endocrine, tobacco, mental health, and our cardiovascular clinical performance is just shy of being ranked exceptional).

Health care, the state of the world and national affairs continues to change at an exceedingly rapid pace. If we are to continue to provide health care to our existing veterans and ready ourselves for our country's new

veterans returning from serving in military service - especially our combat veterans - we need to improve more!

Congressional budget dollars are stretched; our country needs to invest in new programs making it vital for all government agencies and Network 2 to be good stewards of the financial dollars they are given in order to be

(see Leading Health Care, page 10)

Important Statistics

1. VA Healthcare Network Upstate New York rated #1 among all 21 VHA Networks in the nation for customer satisfaction
2. Our Network ranks exceptional in clinical performance for:
 - Cancer
 - Infectious Diseases
 - Endocrine
 - Tobacco
 - Mental Health
 - Cardiovascular clinical performance is just shy of being ranked exceptional
3. Since 1997, Network 2 has improved access to veterans by opening 28 community based outpatient clinics improving veteran access and providing more care to more veterans within their own communities
4. Network 2 has had a 55% increase in the number of veterans it serves





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Karen Haas (518) 626-5506

Bath

Susan DeSalvo (607) 664-4773

Canandaigua

Robin Johnson (585) 393-7759

Syracuse

Robert Hawes (315) 425-4681

Western New York (Buffalo & Batavia)

Mark Francis (716) 862-8667

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Heather Schrader, Editor

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Network 2 Print Shop/Graphic Arts, Bath

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Pre-Vocational Apprenticeship Program,
Graphic Arts, Bath



The VAVS newsletter has been created for all volunteers and potential volunteers of VA Healthcare Network Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Please do not hesitate to contact anyone on the Advisory or Editorial Boards with your comments, corrections or suggestions.



Visit Our Network Web Site

www.va.gov/visns/visn02

Director's Message

I am pleased to announce that veterans living in upstate New York and receiving outpatient services from the VA Healthcare Network Upstate New York (Network 2) rated the care we provided for the first six months of 2003 as excellent.

On our annual National Veterans Health Administration (VHA) survey, 78.5% of veterans rated our care as excellent or very good - up from 76.7% since last year - resulting in our highest score ever. Our rating was the highest among all 21 VHA Networks nationally. I am proud of our employees and the good customer service they provide our patients. I am also proud that we lead all other VHA Networks in quality indicators, including clinical practice guidelines, access and waiting times. We look forward to continuing to meet our veterans' health care expectations and improving the way we deliver care.

And we have more good news to share: Our network was one of three VA Networks nationwide chosen to receive a one million dollar grant to enhance our Telehomecare program. Telehomecare enables patients who have difficulty traveling to VA facilities to communicate with their VA providers via monitoring equipment in their own homes. The technology transmits two-way real-time TV images and vital signs and automatically records the data into patients' medical records. In upstate New York, 35 to 55 veteran patients use Telehomecare. We expect that number to increase to well over 500 patients as we use our grant monies to purchase additional state-of-the-art Telehomecare technology.

We take pride in serving our upstate New York veterans, and I assure you that we will continue to improve health care delivery and services.

Sincerely,

William F. Feeley
Network Director



William F. Feeley
Network Director





Volunteer Opportunities

Job descriptions are often available for review in Voluntary Service. Orientation and training is also provided.

Albany

- Ambassador greeter: greet veterans as they arrive, get wheelchairs (if needed), and escort them to clinic appointments.
- Clerical/light office help needed at the Clifton Park, Fonda and Catskill Community Based Out-patient Clinics.
- Office: answer phones, assist staff with daily activities. Positions available:
 - ◆ Home Care/Geriatrics and Extended Care
 - ◆ Patient Financial Services
 - ◆ Accounts Receivable
 - ◆ Performance Management
 - ◆ Saratoga VA National Cemetery
 - ◆ Nutrition and Food Service
- Craft kit: distribute arts and craft kits to veterans on medical wards. Keep records with patient's name and craft kit. Provide general assistance with opening package and getting kit started (if needed).
- Weekend hoptel desk: greet and provide orientation to veterans staying in the hoptel (unit providing veterans who live far away from the medical center short-term lodging while undergoing outpatient procedures).

Bath

- Clerical - several positions available
- Veteran computer lab
- Drivers for Volunteer Transportation

- Network (Medical Center and Elmira Outpatient Clinic)
- Library of Congress Veterans History Project
- Recreation Therapy: assist with bingo games, and off station trips
- Nursing home: work with small groups (games, arts and crafts, reading, etc.)
- Hospital Information Desk
- Triage Greeter
- One-on-One Visitation (Nursing Home Care Units)
- Veteran Birthday Program
- Historical Museum
- Prosthetics

Canandaigua

- Companion Therapy
- Special Care Companion Therapy for Palliative Care Ward
- Reminder phone calls to patients for appointments at the Rochester Outpatient Clinic and Canandaigua VA Medical Center
- Clerical
- Assisting with recreational activities
- Walk-In Center at St. Mary's in Rochester (mornings)
- Volunteers needed to provide interaction with dementia clients. An orientation, monthly meetings and ongoing training will be provided.
- DAV/Volunteer Transportation Network - transport veterans to and from their homes for medical appointments

- Performance groups (musical, hobby, performance, etc.) to perform for the patients
- Volunteer escorts for the many activities during the holiday season. Remember - many patients cannot enjoy the special activities without your help to escort them over.

Syracuse

- Clerical/General: escorting, filing, making reminder calls, answering telephones, etc. at the Binghamton and Rome Outpatient Clinics
- Evening Escorts: transporting patients, delivery of specimens, etc.
- Pharmacy: deliver prescriptions (to wards); work at window dispensing filled prescriptions, mailing prescriptions, etc.
- Rehab Unit (Outpatient): scheduling appointments, reminder calls, filing, transporting patients back to floors, etc.
- DAV Drivers

Western New York (Buffalo and Batavia)

- Activity Buddy Program for the Nursing Home Care Unit - Batavia
- Clerical: filing, photocopying, running errands, mailings, paper shredding, etc. - Both sites
- DAV Volunteer Transportation Program: transport veterans to and from clinical appointments - Both sites

(see Volunteer Opportunities, page 9)





News from...

Albany

If it were not for the generosity of so many veteran service organizations and fraternal organizations, our Medical Center would not be able to provide several unique services for our veterans. For us, every day is Veterans Day. We try to create a warm, caring environment so our patients are as comfortable as possible. For example:

Our operating room requested four television/VCR units and stands because they have many patients who have to stay four to six hours lying flat on their backs after a cardiac catheterization or angiogram. The time seemed even longer when all they could do was stare at the ceiling. Thanks to American Legion Post 1797, Disabled American Veterans Chapter 122, the Corp. Arthur Willi Chapter 17, and Auxiliary Military Order of the Purple Heart, patients can now watch television to help ease the wait.

Pulmonary Rehab requested an additional treadmill to meet the needs of more patients participating in the pulmonary program. Thanks to the Northeast Chapter Ex-Prisoners of War and the Jewish Welfare Board Jewish Chaplains Council, Pulmonary Rehab can now see twice as many veterans.

Our Parking Lot Shuttle Program now operates Monday through Friday thanks to the dedication of shuttle drivers: **Ron Schulta, John Skopp, Joe Pavone, Charles Van Wie,**

Kenneth Miller, and Walter Zincio, as well as alternates **Don Downen, Bob Stetin, and Marshall Stone.**

This Voluntary Service Customer Service Program provides transportation to and from the patient parking lot and the front entrance. During the month of June, 1,058 veterans were provided a much-appreciated ride.

They say a student's volunteer experience can either make or break their career plans. On July 1, **Stacey Russell** started his Dental Residency at the Stratton VA Medical Center. He stopped by Voluntary Service to thank us for giving him the opportunity to volunteer with us back in 1997. Because of that experience, he wanted to do his residency here by serving our veterans.

Bath

The final VAVS Committee Meeting for fiscal year '03 was a "dish to pass" picnic held on August 21. The Student Volunteer Scholarship Award was one of the highlights of the event.

Voluntary Service and the VAVS Executive Committee established the Student Scholarship Program as a local incentive to promote volunteerism to student volunteers. This year's award recipient - **Bill Cobb** - has donated over 1,400 hours of service to the facility since 2000.

The following is the nomination submission from **Susan DeSalvo**, Volunteer Manager:

"Through the student volunteer program, Bill has made a difference in his community and in the lives of veterans he has served. In addition to the leadership and confidence skills Bill has gained through his volunteer work, he has come away with the knowledge that there is great satisfaction in helping others. I believe Bill's greatest accomplishment has been rising above the obstacles in his own young life and reaching out to help others. Our young people are the leaders of tomorrow, by accepting the challenge and opportunity to help make our world a better place, we all benefit."

Bill was presented a \$1,000 scholarship by **Richard Walters**, Executive Committee Chairperson to pursue his educational goals. We are so proud of you Bill!

Canandaigua

The Canandaigua VA hosted the CARES Commission Hearing Monday, October 20, 2003 in the Auditorium. The CARES Commission members heard testimony from stakeholders on the proposal to transition the Canandaigua VA to an outpatient clinic. Over 1,500 stakeholders attended the Hearing. We would like to let our volunteers and patients know that the staff at the Canandaigua VA will continue to provide the very best possible health care and customer service to our volunteers and patients. Voluntary Service and our wonderful

(continued on next page)





News from...

Canandaigua (continued)

group of volunteers remain committed to providing our patients with those extra things that sustain their well being and enhance their quality of life.

We will continue to have our wonderful holiday programs. We will continue to have our mitten tree, our holiday gift wrap, and our holiday gift distribution and we will continue to celebrate those who have given for our country. Your monetary donations are still needed to purchase holiday gifts, your ward parties, bingo parties, and ice cream parties are also needed. YOU are still needed. Thank you for your tireless efforts in providing for our patients!!

Syracuse

The Syracuse VA Medical Center celebrated its 50th Anniversary (1953-2003) on June 13, 2003 with an event at the Convention Center at Oncenter in downtown Syracuse.

Among the special guests were the first Syracuse VA patient, the first Associate Director, and members of the 1953 Medical Center staff. The program also featured a nostalgic look at 1953 in Syracuse, dancing and other entertainment.

A large portion of this event was made possible through more than \$5,000 in generous donations.

Syracuse VA would also like to thank DAV Chapter 69 of Ogdensburg, New York for donating \$10,000 to the DAV Transportation Program. This

generous gift will help purchase the vans necessary to support the DAV Transportation Program.

Voluntary Service Manager **Robert Hawes** stated, "We deeply appreciate the tremendous effort made by our DAV friends in Ogdensburg. For hundreds of our central New York veterans, the DAV Transportation Network is the only way they can reach a VA health care facility. Thanks to DAV Chapter 69 for making this essential program possible."



(Left to right): **Allen Recore**, Chapter 69 1st Jr. Vice Commander; **Art Wilson, Jr.**, Chapter 69 Commander; **John Bigness**, DAV Hospital Service Coordinator; **Bob McBride**, Chapter 69 Membership Chairman; **Robert Hawes**, Syracuse VA Voluntary Service Manager.

Western New York (Buffalo and Batavia)

Six Western New York (WNY) veterans participated in the 15th Annual Golden Age Games, August 7-12 in Orono, Maine. Team members from Batavia and Buffalo included:

Al Abrams, Bob Darch, Ed Jedrewski, Joe Pionessa, Tony Rizzo, Frank Rubino, and "coach" **Ken Darch**, Recreation Therapist. The WNY Team brought back four gold and one silver medal.

Coach Darch said, "We've been attending the Golden Age Games since Hobart College in '99 and I must say, this year's events ran smoothly and were well attended. It seems like they get better each year. I can't wait for Fresno, California in 2004."

Carl Boyle, VAVS Representative for the 40 & 8, was recently awarded third prize and \$400.00 for his entry into the 2003 "Keep Those Wheel-chairs Rolling" contest. Mr. Boyle's 2002 entry was awarded the \$500.00 first prize.

The 40 & 8 contest is an annual event that encourages VA Voluntary Service Representative(s) to submit a request for a project, equipment, or something that would add to the comfort or convenience of the veterans at the VA location they are serving. This year's award monies were used to purchase pop-up laundry bags (an idea initiated by VA nurse **Nanci Bogan**) for patients' personal laundry at the Batavia site. The pop-up bags were initiated on Ms. Bogan's ward as a "pilot project" but soon were being requested for purchase by the Volunteer Program Office.

Mr. Boyle was made aware of this patient need and made it a priority for his organization, which in turn was supported by the national committee.



Wish Lists

Before purchasing any item, please contact Voluntary Service to make sure that the item has not already been purchased/donated. Monetary donations are always accepted.

Albany

- ❖ Canteen Books (for haircuts)
- ❖ Search-a-word activity books
- ❖ Sneakers (men's - all sizes, new)
- ❖ Denture adhesive
- ❖ Postage stamps
- ❖ CDTA bus tokens
- ❖ Funds for: Geri chairs for inpatient wards, New van for Volunteer Transportation Program, Sending patients to Winter Sports Clinic, Wheelchair Games, Golden Age Games, and Creative Arts Festival

Bath

- ❖ Birthday Program items (stationary, stamps, cards, etc.)
- ❖ Board games
- ❖ Canteen books
- ❖ Computers for veteran computer lab (laptops, scanners, printers)
- ❖ Entertainers
- ❖ Fish tank and tropical fish
- ❖ Health and comfort items
- ❖ Lap robes and afghans
- ❖ Playing cards
- ❖ Socks (white and non-skid)
- ❖ Suitcases, duffle bags (for discharging veterans)
- ❖ Sponsors/monetary donations for:
Clothing room, Holiday events,
Holiday gifts, Super bowl parties,
Jump Start program, Women
veterans program

Canandaigua

- ❖ Sponsored luncheons, pizza parties, trips
- ❖ Tickets to sporting events and outings
- ❖ Decaf coffee
- ❖ Disposable plates, bowls, cups, napkins, and dinnerware
- ❖ Personal care items (shampoo, shaving cream, deodorant, toothpaste, toothbrushes, lotion, new socks and underwear, etc.)
- ❖ Funds for: Palliative Care rooms, Recreation services, General-purpose account for veteran needs, Storage and maintenance of pontoon boat. This is a unique opportunity for our patients to enjoy beautiful Canandaigua Lake for a scenic ride or to go fishing. Unfortunately, it is relatively expensive to maintain at a cost of approximately \$2,000 a year.
- ❖ Craft items
- ❖ Gift certificates (Wal-Mart, Wegmans, pizza places, McDonalds, Wendys, movie theatres, etc.)
- ❖ Postage stamps
- ❖ Pool table
- ❖ Sweatpants (size large or extra large)
- ❖ Canned goods for meals served at the Day Treatment Centers
- ❖ Microwaves

- ❖ Games (checkers, dominos, chess)
- ❖ Memorabilia for the Veteran Heritage Museum
- ❖ Water color paints and brushes
- ❖ Black ballpoint pens
- ❖ Restaurant type, stainless steel oven/stove
- ❖ 25 or 27" television
- ❖ Garden needs: Garden shed or materials to build and 8' x 8' shed, 2 wheelbarrows and assorted garden tools, 2 flowering shrubs with final growth approximately 4' high, 12 Sky Rocket Junipers, Assorted plants, 24 climbing vines, 2 garden benches, Money for maintenance, 2 - 200 ft. hose reels and hose

Syracuse

- ❖ Cable television service for the Rome and Binghamton Community Based Outpatient Clinics
- ❖ Coffee service (\$40/year)
- ❖ Personal care items (toothpaste, shaving cream, razors, etc)
- ❖ Satellite TV program (1 year/\$7,000)
- ❖ Telephones, televisions, VCRs
- ❖ Wheelchairs
- ❖ White T-shirts (various sizes)
- ❖ Funding for: National Rehabilitative Games, Quality of Life Fund

(see Western New York, page 9)



Calendar of Events

Albany

- November 11**
Veterans Day Parade
Walkers needed to show VA spirit!
- November 25** 1:00 p.m.
VAVS Committee Meeting
Auditorium
- December 2 and 3**
ALA Gift Shop Tag Days
Mailing gifts on December 4 and 5
- December 13** Noon
Annual Gift Distribution Day (sponsored
by the Veterans Holiday Committee)
Auditorium

Bath

- November 10** 1:45 p.m.
Veterans Day Program/Re-Creation
Musical Show
Building 92, Auditorium
- November 11** 8:00 a.m. - 6:00 p.m.
Veterans Day - Various programs and
events. Contact Voluntary Service for
details.
- December 8 and 9** 10:00 a.m. - 2:00 p.m.
Holiday Wrapping Days
Building #44, Voluntary Service
- December 25** 10:00 a.m. - Noon
Marine Corps League/Volunteer Christmas
Visitation
Building #76, Hospital

Canandaigua

- November 6** 1:30 p.m.
Female Veterans Day Tea
All female veterans are invited to attend.
Bldg. 1, Director's Conference Room

November 12 12:30 p.m.
VAVS Committee Meeting
Pavilion

November 12 2:00 p.m.
Re-Creation
Bldg. 5, Auditorium
Escorts needed. Please report by 1:15 p.m.

December 9 1:00 p.m.
VAVS Gift Wrap
Bldg. 5, Auditorium

December 21 12:30 p.m.
VAVS Holiday Gift Distribution
Bldg. 5, Auditorium
Monetary donations needed. Remember to bring
in your homemade cookies and "Santa Hats."

October thru March
1st Tuesday of the Month 7:00 p.m.
Bingo
Bldg. 5, Auditorium
Escorts needed.

Syracuse

November 7 10:00 a.m.
Rededication Ceremony - Many activities
and presentations

November 18 2:00 p.m.
Re-Creation (musical entertainment)
Auditorium

November 19 6:30 p.m.
Nite @ Races
Auditorium

December 1 - 3
American Legion Auxiliary - Gift Shop
Auditorium

Western New York (Buffalo and Batavia)

November 11
Veterans Day Memorial Service
Batavia, Flag Pole Area 10:00 a.m.
Ceremony 2:00 p.m.
Buffalo, Room 301

November 23 1:00 p.m.
Thanksgiving Dinner for Veterans
Buffalo, Food Court/Canteen Area

December 1
VAVS Facility Holiday Season Decorating
All Week
Batavia and Buffalo

December 1 10:00 a.m.
American Legion Auxiliary Gift Shop
Batavia, Bldg. 4 - Auditorium

December 4 9:00 a.m.
Order of the Eastern Star Plant
Distribution
Batavia, Bldg. 4 - Auditorium

December 9 and 10 9:00 a.m.
American Legion Auxiliary Gift Shop
Buffalo, Room 301

December 10 11:00 a.m.
VAVS Committee Holiday Gift Bag Packing
Batavia, Bldg. 4 - Auditorium

December 17 10:00 a.m.
VAVS Committee Holiday Gift Bag
Wrapping
Buffalo, Room 301

December 25
VAVS Christmas Day Gift Distribution
Batavia and Buffalo





Celebrate the Season

During the holidays, many of our Medical Centers and outpatient clinics come alive with special activities for our veterans. Many of these events would not be possible if it weren't for your generous contributions and support. The following is just a sampling of what is going on this holiday season.

Albany

Each year, the veterans at the Stratton VA Medical Center's Community Day Program have a special Thanksgiving dinner. The event provides our veterans with a family-style Thanksgiving meal with all the trimmings. The Benevolent and Protective Order of Elks, the Disabled American Veterans, and the American Legion have donated the funds to provide a catered dinner this year. Staff members will serve dinner. There is ample seating for everyone. Every possible room is transformed into a dining room with matching Thanksgiving tablecloths and napkins. This dinner is particularly significant and appreciated as many of our veterans are without families to celebrate this traditional American holiday.

Bath

In Bath, every day is Veterans Day. Our nation's history is made up of ordinary people who put their love of country and freedom above their own safety. Veterans Day has come to symbolize the resolve of the American people as a way to remember the men and women who have served, and continue to serve, our country.

During WWII, as the Philippines fell to the Japanese, General Douglas MacArthur promised the veterans he left behind "I shall return," becoming one of our history's greatest promises. With the liberation of those islands on October 23, 1944, he and the American people kept that promise. General MacArthur did not forget his promise then and we will not forget VA's promise today "to serve America's veterans with compassion and excellence."

Today, many of our friends, neighbors, spouses, children, grandchildren and co-workers are putting their lives on the line for our freedom. We won't forget them either. Their deeds bind us to the past, strengthen us in the present, and inspire us to meet the challenges we face in the future.

At the Bath VA, caring for veterans is more than just a job...it's our obligation...one we take great pride in and share with all Americans. By keeping that promise to our current veterans, the men and women in uniform today will have faith in that promise tomorrow.

Join us for a special celebration on November 10 at 1:30 p.m. in the auditorium.

At 2:00 p.m. a musical variety show will be performed by Re-Creation. Military personnel from the United States Marine Corps will be on hand to

assist with this event. Please consider escorting a Nursing Home veteran to the program.

Canandaigua

Each year, the auditorium in building 5 is filled with volunteers who are busy wrapping gifts for patients. This year, our gift-wrap will be held on December 9. Each inpatient and outpatient in structured programs will receive presents, which include razors, calendars, comfort kits, and more.

Volunteers return for the gift distribution on December 21. Volunteer groups from all over the community meet in the auditorium to disperse gifts to various buildings. This is a special time for our veteran patients who always look forward to this annual event.

Western New York

The Third Annual Employee Committee Thanksgiving Dinner will take place on Sunday, November 23 from 1:00 p.m. - 2:30 p.m. Each year, the Food Court area of the Buffalo Medical Center plays host to approximately 100-150 specially invited homeless veterans and their families.

After volunteering at a similar event in the community, Human Resources Specialist, **Judy Kaczmarek** brought the idea to top management at the VA Western New York Healthcare System. The event quickly gained momentum and the support of the Homeless Veterans Program, Nutrition and Food Service, Business Office,

(see Celebrate, page 9)





VA Seeks Former POWs For Possible Benefit Awards

The Department of Veterans Affairs (VA) is asking former prisoners of war not currently using VA benefits to contact VA to find out if they may be eligible for disability compensation and other services.

More than 23,000 former prisoners of war (POWs) already receive compensation from VA. This year, the department mailed information about benefits to another 4,700 known ex-POWs not on its rolls. However, VA estimates there could be as many as 11,000 more POWs for whom it does not have an address.

Secretary of Veterans Affairs Anthony J. Principi said VA has expanded policies to cover increasing numbers of former POWs as new illnesses have been found related to captivity. The administration currently is pressing to get even more compensation and medical care benefits for former POWs.

"These veterans sacrificed for their country in time of war, and it's the nation's turn to serve them, to help them determine if they are entitled to compensation, health care or other services," Principi said.

Nine out of ten former POWs are veterans of World War II, and their service predates the use of Social Security numbers as a military "service number." That, coupled with the decades that have elapsed since their service, makes it difficult for VA to track down those who have not opened a file with VA in recent years.

Former POWs have a special eligibility for enrollment in VA medical care and are exempt from making co-payments for inpatient and outpatient medical care. They have the same co-pay rules as other veterans for medications and for extended care. Free dental treatment for any dental condition is available to former POWs held for more than 90 days.

VA is asking veterans and all Americans who know of a former POW to help spread the word that benefits and services may be just a phone call away.

More information about VA services for former POWs is available at www.vba.va.gov/bln/21/Benefits/POW/ or by calling call the department at 1-800-827-1000.

Celebrate (continued from page 8)

Canteen Service, DAV Volunteer Transportation Network, Engineering Service, Environmental Management Service, Police and Security Service, Public Affairs Office, Veteran Service Organizations/Community Groups, the Volunteer Program Office, as well as several employees throughout our facility.

The 2004 event will have about 50 staff members and their families

serving the Thanksgiving Dinner with all the trimmings to homeless and other needy veterans. There will also be special decorations and entertainment provided by children of many of our VA employees.

Judy Kaczmarek, Human Resources Specialist states, "the thank yous and smiles that this activity brings to these veterans and their family members is something

Western New York

Vol. Opportunities (cont. from page 3)

- Greeters: welcome veterans and visitors, help them get to appointments and other related areas - Buffalo
- Guest Parking Lot Shuttle: transport veterans and guests from cars to and from outpatient entrance - Buffalo
- Patient/Ward Visitation(s): assist professional nurse staff on 5C and 9A with patient care activities, as well as visit and interact as needed with staff/veterans - Buffalo
- Patient Escort/Transport Service: assist veterans to and from scheduled appointments and other needs as they occur - Both sites

Wish List (cont. from page 6)

- ❖ Funding for patient activities - Both sites
- ❖ Treadmills - Both sites
- ❖ Travel Funds (Patients in Need) - Buffalo
- ❖ DAV/Volunteer Transportation Program - Both sites
- ❖ Coffee Cart Program - Both sites
- ❖ 9" Color Television Replacement Project - Both sites
- ❖ Patient Comfort Items - Both sites

beyond expression, it really makes all the preparation, details and follow through, well worth our time and effort."





Leading Health Care (continued from page 1)

here for veterans in the 21st century. Network 2 has an opportunity to **lead** the nation and target dollars to provide:

- Care to veterans within their own communities
- Expand access to specialty care
- Employ additional (and necessary) health care providers
- Invest in new technology and programs (Telemedicine and Home Based Primary Care)
- Build or rent newer health care facilities

VA must continue to change and adapt to the changing health care needs of the veteran population, if it is to remain a viable health care provider for our nation's veterans in the future.

What can you do as a volunteer? Attend your local VA Medical Centers VAVS meetings and learn more about how you and your organization can help build a better health care system for the veterans of today and tomorrow.



VA Healthcare Network
Upstate New York
Network 2 Communications
465 Westfall Road
Rochester, New York 14620

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